License Renewal Application

JOB AID

License Renewal Application

Purpose

This job aid covers how to apply for a license renewal in the Provider's portal.

Business Role(s)

- Providers

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You are eligible to submit a renewal application within 90 days of your expiration date. You will receive an email notification 90 days prior to the expiration to let you know to take action on the Provider portal. Follow the steps below to apply for a license renewal:

1. In the **Apply/Modify** menu, select the **Applications** option.
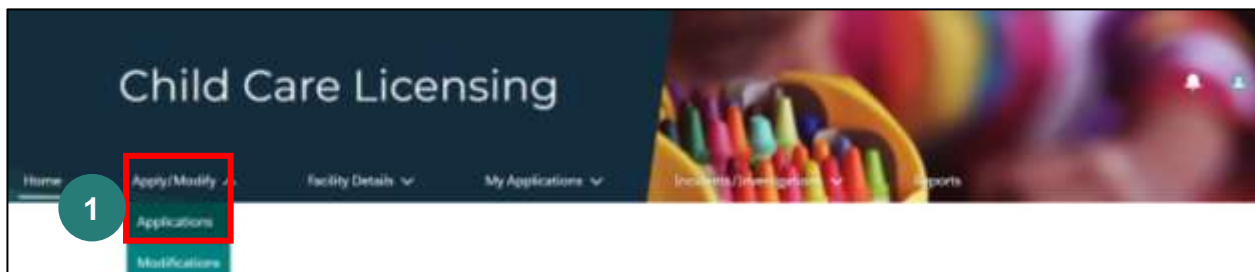
2. The **Create New Application** page is displayed. In the **Application Type** drop-down field, select the **Renewal** option.

Note: If you select the **Renewal** option in **Step 2** and you do not have an active license, you will receive a message indicating you do not have an active license. In this case, select the Original Application option to begin your licensing process.

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3. Once you select the **Renewal** option, the facilities that are authorized to your account are displayed and you can select the facility for which you need to renew the license. In this example, there is only one facility selected by default. In the **License Type** drop-down field, select the required license type for your facility. In this example, let's select the **Family Home** option and click the **Next** button.

4. All the applicant information and other details are pulled from the existing license and are displayed in the relevant sections on the **Application Details** page. Note that you can click the arrow icon corresponding with each section to expand/collapse the details. Review the details displayed in all the sections.

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5. If you want to make any changes in your renewal application such as a name change, household member change, etc., select the **Yes** option and select the change that you want to make. This will trigger a notification to the Consultant. In this example, let's select the **No** option and click the **Next** button.

6. Select the checkbox to confirm the displayed statements. Once you are done, click the **Next** button.

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7. In the **Attestation** step, select the checkbox to sign the application and certify that the details you have provided are true and complete. Then click the **Next** button.

8. Based on your responses, a document checklist is created for you listing required documentation needed as part of your application process. At any point during this process, your Consultant may require additional documentation. Click the **Upload** button.

Note: Refer to the **Uploading Supporting Documentation** Job Aid for detailed instructions for uploading additional documentation.
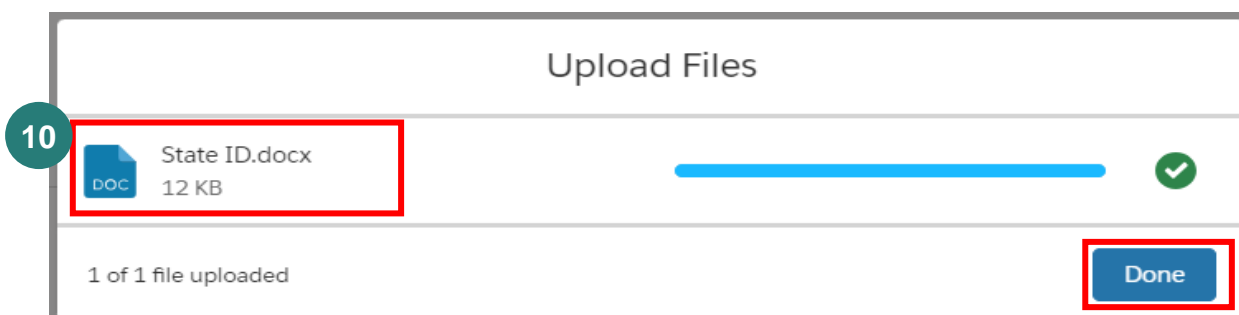
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9. In the **Upload File** pop-up window, click the **Upload Files** button and select the required document from your computer. You can also drop your file in this window to upload it.

Note: You will need to turn off the pop-up blocker in your browser to allow the pop-up window to display that will enable you to select the required document from your computer.

10. Once you select the required document from your computer, you will see that the file is uploaded. Click the **Done** button.

11. In the **Upload File** pop-up window, you can see the uploaded file. You can use the delete icon on the right of the corresponding document to delete it. In this example, let's close the pop-up window.

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12. We are back on the **Document Checklist** step, and you can see that the uploaded document is displayed corresponding to the relevant checklist item. Click the document name link to preview the document. Then click the **Next** button to proceed to the next step.

13. Click the **Pay Now** button to pay the required license fee.

Note: When applying via the Provider Portal, checks are not an accepted form of payment. Only credit or debit card transactions are allowed.

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This will open the payment page in your browser where you will enter your credit card information. Here, you can click the Next button to make payment using your Visa or MasterCard credit card. Once you are done with the payment, you will be redirected to the current **License Fee** page in the portal.

14. Once you are done with the payment, you will be redirected to the current page where the **Fee Paid** checkbox will be enabled. Then click the **Submit** button to submit your renewal application.

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Once you click the **Submit** button, the renewal application is automatically displayed with the status of **Submitted**. Note that you can refer to this page to check the status of your application as it goes through the stages of review and approval by CCLB. You can also click the **Open Application** button to open your application and view the details you have provided and the documents that you have submitted.

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